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June 19, 1998

**VIA HAND DELIVERY**

Magalie R. Salas, Secretary  
Federal Communications Commission  
1919 M Street, N.W.  
Room 222  
Washington, D.C. 20554

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**Re: Notification of Ex Parte Presentation**

Petition of the Association for Local Telecommunications  
Services for a Declaratory Ruling Establishing Conditions  
Necessary to Promote Deployment of Advanced  
Telecommunications Capability Under 706 of the  
Telecommunications Act of 1996  
CC Docket No. 98-78

Petition of Bell Atlantic Corporation for Relief from Barriers to  
Deployment of Advanced Telecommunications Services  
CC Docket No. 98-11

Petition of Ameritech Corporation for Relief from Barriers to  
Deployment of Advanced Telecommunications Services  
CC Docket No. 98-32

Petition of U S West Corporation for Relief from Barriers to  
Deployment of Advanced Telecommunications Services  
C Docket No. 98-26

Petition of the Alliance for Public Technology  
Requesting Issuance of Notice of Inquiry and  
Notice of Proposed Rulemaking to Implement Section  
706 of the 1996 Telecommunications Act  
CC Docket No. 98-15

KELLEY DRYE & WARREN LLP

Magalie R. Salas, Secretary  
June 19, 1998  
Page Two

Dear Ms. Salas:

On behalf of e.spire Communications, Inc. ("e.spire"), please take notice that on Thursday, June 18, 1998, Jack Reich of e.spire, Riley Murphy of e.spire, and Brad Mutschelknaus of Kelly Drye & Warren LLP, met with Chairman Kennard, Commissioner Furchtgott-Roth, Tom Power, Paul Misener and Kyle Dixon, to discuss e.spire's support for the above-captioned Petition of the Association for Local Telecommunications Services.

The discussion covered various items on the attached chart which was distributed at the meeting. Specifically, the conversation focused on the following points:

- (1) e.spire's difficulties in securing Section 251(c) interconnection with the RBOCs for frame relay services;
- (2) e.spire's difficulties in securing adequate collocation with some RBOCs and the need for the Commission to tighten its collocation rules;
- (3) the need for the Commission to clarify and further define ILEC unbundling obligations with respect to xDSL loops, loop electronics and OSS;
- (4) pricing alternatives for loops with electronics and for making loops ready for electronics;
- (5) unbundling and interconnection options in a DLC environment; and
- (6) the proposal that ILECs be permitted to establish lightly regulated data affiliates.

The attached presentation materials were provided to each attendee of these meetings.

KELLEY DRYE & WARREN LLP

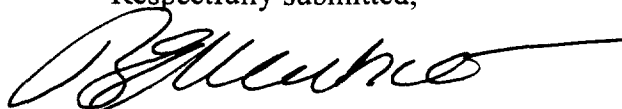
Magalie R. Salas, Secretary

June 19, 1998

Page Three

Because e.spire's *ex parte* presentation may effect the merits and outcome of each of the above-referenced dockets, pursuant to Section 1.1206(b)(1) of the Commission's rules, e.spire submits an original and two (2) copies of this *ex parte* notification for inclusion in the record of each of those proceedings.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Brad E. Mutschelknaus', with a long horizontal flourish extending to the right.

Brad E. Mutschelknaus

cc: Chairman Kennard (w/o enclosure)  
Commissioner Furchtgott-Roth (w/o enclosure)  
Tom Power (w/o enclosure)  
Paul Misener (w/o enclosure)  
Kyle Dixon (w/o enclosure)



# *e.spire* Communications, Inc.

- ◆ Formerly known as ACSI, *e.spire* is a CLEC that provides integrated local voice and data communications services in mid-sized metropolitan markets in the southern and southwestern United States.
- ◆ *e.spire*'s business strategy is based on supplying customers with advanced telecommunications services through its digital SONET-based fiber optic local networks.
- ◆ *e.spire* has completed construction of local fiber networks in 32 markets and has 18 local exchange switches in operation.
- ◆ *e.spire*'s senior management team is among the most experienced in the CLEC industry, with over 250 collective years of telecommunications experience and more than 50 combined years of experience in the CLEC business.
- ◆ *e.spire* has entered into State commission approved interconnection agreements with BellSouth, Southwestern Bell, Bell Atlantic, Sprint/Central, U S West and GTE.

# *e.spire* Is Bringing Advanced Telecommunications Capabilities to Consumers Today

- ◆ *e.spire* has installed 45 of the more than 331 data switches that CLECs have deployed to date.
- ◆ Provided that adequate collocation arrangements can be made, *e.spire* and "new-generation CLECs" will bring xDSL and other advanced technologies to millions of Americans.
- ◆ Over 41 percent of the nation's BTAs currently are covered by CLEC data facilities, including many smaller markets served by *e.spire*, such as Amarillo, Greenville, Montgomery, Baton Rouge, El Paso, Lexington and Little Rock. Customers in these "on net" locations have ready access to advanced telecommunications capabilities *today*, through the efforts of *e.spire* and other CLECs -- not the ILEC monopolies.
- ◆ Responding to competitive pressure from CLECs, ILECs have announced massive investments in digital and broadband networks. In short, there currently is neither a crisis nor any deficiency in the deployment of advanced telecommunications capability in the United States.

# Section 706 Requires Full Implementation of ILEC Interconnection, Collocation, Unbundling and Resale Obligations

- ◆ The unavailability of data interconnection, collocation, unbundling and resale under the 1996 Act is the largest impediment to accelerating the deployment of advanced telecommunications capabilities.
- ◆ *espire* has experienced tremendous difficulties in seeking interconnection to, collocation with and unbundling of ILEC data facilities and services. Some ILECs already are refusing to provide Section 251 interconnection to frame relay networks.
- ◆ The Commission should clarify that Section 251(c) applies to data interconnection, collocation, unbundling and resale. ILEC data networks must be available for cost-based interconnection and unbundling.
- ◆ ILECs must provide unbundled access to xDSL functionality. CLECs also must have access to preordering functions that identify xDSL-capable loops.

# The Commission Should Clarify That Its Unbundling Requirements Extend to Digital Loops and Subloop Electronics

- ◆ The Commission should clarify that ILECs must make the following categories of loops available on an unbundled basis:
  - 2-wire analog
  - 4-wire analog
  - 2-wire digital
  - 4-wire digital
  - Loops provided with electronics and at cost-based rates that reflect the cost of such electronics, including:
    - ~ ILEC digital loop carriers (universal, integrated, next generation)
    - ~ multiplexers
    - ~ optical line terminating multiplexers and other optical-electrical converters
    - ~ xDSL equipment, including remote DSLAMs, DSL line cards used in ISDN or DLC equipment, etc.
- ◆ Subloop electronics, including DSL, DLC, ISDN, MUX and OLTM, must be made available on an unbundled basis at cost-based rates.



# The Commission Must Establish New Collocation Rules To Ensure Reasonable and Nondiscriminatory Access to ILEC Data Facilities

- ♦ The Commission must establish new rules that:
  - Provide for "cageless" physical collocation that allows CLECs to avoid the cost of constructing enclosures for their collocation space, and allows them to collocate in a total area of less than 10 square feet.
  - Provide for enclosed collocation cages of as little as 10 square feet.
  - Allow multiple CLECs to share a single collocation cage.
  - Allow collocated CLECs to establish cross-connects to cages of other collocated CLECs.
  - Eliminate restrictions on CLECs' ability to collocate remote switching modules, xDSL electronics, internet routers and other advanced data equipment.

# The Commission Must Establish New Collocation Rules

*- continued -*

- Require ILECs: virtual and physical collocation rates and charges to reflect the costing principles of Sections 251-252.
- Establish reasonable and nondiscriminatory rules for the allocation of space preparation charges among collocated carriers.
- Establish reasonable and nondiscriminatory deployment intervals for new collocation arrangements, and expansion of existing arrangements.
- As an ongoing practice, incorporate into the Commission's collocation rules the most innovative and effective collocation provisions established by the State commissions.

# Virtual Collocation Must Be Available as a Means of Connecting UNEs

- ◆ Currently, ILECs are restricting virtual collocation as a means of connecting UNEs, claiming it violates 8th Circuit's *Iowa Utilities Board* decision.
- ◆ Virtual collocation must be made available at all points of aggregation along the loop including the controlled environmental vault or its above-ground equivalent, and other points of aggregation where DLCs, MUXs, OLTMs and DSLs are deployed.
- ◆ CLECs must be able to identify the type of equipment installed at various points of aggregation.
- ◆ Line cards must be installed in aggregating equipment and CLECs must be able to cross-connect aggregating equipment to distribution or feeder plant.

# Separate ILEC Data Subsidiaries Represent An Untenable Solution to a Problem That Simply Does Not Exist

- ♦ ILECs are announcing tremendous investments in advanced telecommunications networks and technologies on almost a daily basis. They have done this -- and will continue to do this -- without any promise of deregulation under Section 706. Rather, they are beginning to respond to competitive pressures from CLECs.
- ♦ The Communications Act is technology neutral. The Commission should avoid any regulatory structure that would differentiate a service based on the technology used.
- ♦ The vast majority of interoffice transmissions are made over high-capacity digital facilities -- no "separate" data networks exist. All carriers, including the ILECs, are deploying the same digital equipment for voice and data services. It is impossible to create a workable regulatory policy based on technologies that are intertwined, interchangeable and difficult to distinguish.
- ♦ Permitting ILECs to place advanced telecommunications facilities in separate subsidiaries so that they can avoid the unbundling, resale and cost-based pricing obligations of Section 251(c) impermissibly would undermine and rewrite the 1996 Act.

# Freeing ILEC Data Subsidiaries from Section 251(c) Obligations Will Undermine the Act

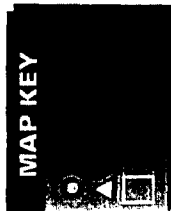
## - *continued* -

- ◆ Trunk-side separation is unworkable. It would give ILECs bizarre incentives to place equipment in discrete locations outside the central office -- whether or not such placement made technical or economic sense.
- ◆ The 1996 Act was intended to be forward-looking. Congress did not intend to allow ILECs to create new bottlenecks over advanced technologies by the simple device of transferring advanced capabilities to a separate subsidiary.

# **The Commission Should Preserve and Enhance Procompetitive Rules and Policies Adopted by State Commissions**

- ◆ Section 706 jointly assigns jurisdiction to the FCC and State commissions.
- ◆ The Commission must not unilaterally take action under Section 706 that will disrupt State regulatory initiatives established under the Act, or other sources of authority.
- ◆ State-specific rules governing the combination of UNEs are critical to deployment of CLEC data services.
- ◆ State decisions requiring sub-loop unbundling facilitate the expansion of xDSL services.
- ◆ ILEC commitments to provide digital unbundled loops must be preserved.
- ◆ State actions regarding performance measurements and reporting standards should be sustained.

# e.spire™ Data Service Availability



MAP #1  
As of 6/9/98

e.spire™



**data atm**



### **e.spire ATM**

The **e.spire** ATM service is **e.spire's** premium level of service, available from over 40+ POPs nationwide. With this service, **e.spire** provides an ideal solution to users with high-bandwidth, delay-sensitive data communications applications.

With **e.spire** ATM, the performance needs of complex, media-rich applications such as CAD/CAM, remote super-computing, medical imaging, video conferencing, and voice calls are easily met. Our service is also ideal for higher-volume users of 'bursty' applications such as PC-to-server and file transfer. And, with **e.spire** ATM, we guarantee your transmission rate, so users are not left waiting during peak network activity.

### **Service Levels**

**e.spire** ATM service levels let you subscribe to exactly the guaranteed level of service that you need to meet specific performance needs. And, with **e.spire** ATM, your service levels are incrementally scalable to accommodate the changing demands of your network throughput requirements.

We've engineered our service levels in terms of Port Speed, to accommodate peak loads, and Sustained Cell Rate (SCR), to address normal activity. In the chart below, Port Speed identifies the speed of your connection to the ACSI network, and the maximum speed at which the traffic may be "burst" through the **e.spire** data network. **e.spire** is the guaranteed transmission rate — the speed at which you are able to transmit data, at any given moment. As a subscriber, transmission at the SCR is always ensured, and depending upon network capacity at the time of transmission, your data may be transmitted at a higher speed, up to the level of the port speed associated with your guaranteed SCR, without any additional charges.

The **e.spire** ATM service is offered at incremental Variable-Bit-Rate (VBR) and Constant-Bit-Rate (CBR) port speeds and Sustained Cell Rates (SCR) per Permanent Virtual Circuit (PVC), including:

**e.spire Variable-Bit-Rate (VBR) ATM Service Levels**

Port Speeds	SCR per PVC
2 Mbps	.5 Mbps
4 Mbps	1 Mbps
6 Mbps	1.5 Mbps
8 Mbps	2 Mbps
10 Mbps	2.5 Mbps
15 Mbps	4 Mbps
20 Mbps	5 Mbps
30 Mbps	8 Mbps
45 Mbps	12 Mbps

For more information, call 1-888-6ESPIRE or 1-410-341-7666

e.spire Communications, Inc. Suite 200

[www.espire.net](http://www.espire.net)

at: 1-888-6espire

Annapolis Junction, MD 20703



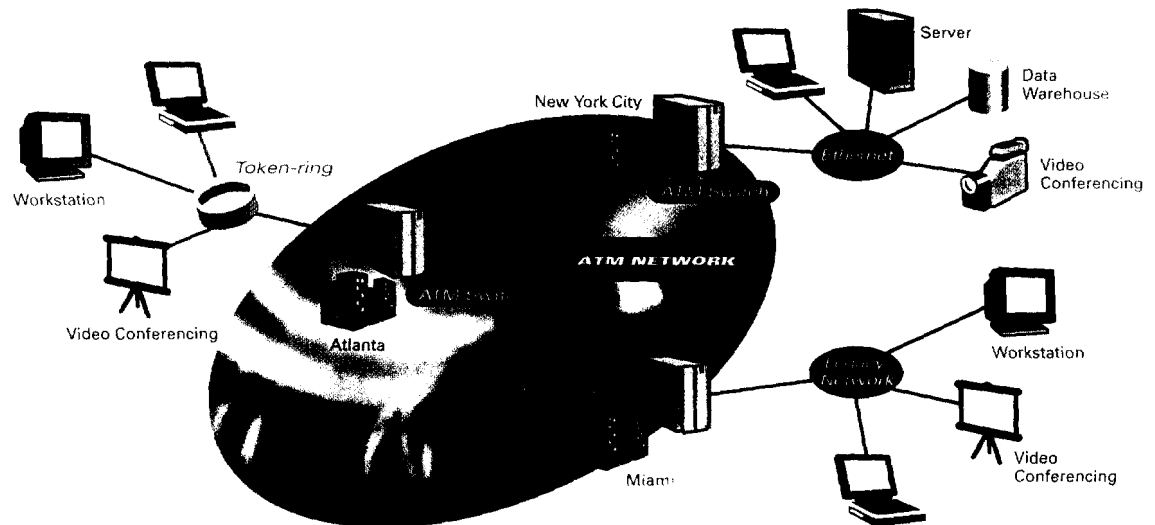


atm

0101

**e.spire Constant Bit-Rate (CBR) ATM Service Levels**

*e.spire* CBR ATM service levels can be dedicated on an individualized basis. Our professional consultants work with you to design and implement the specific service levels you need to accommodate critical application transmission needs.

**Sample e.spire ATM Configuration**

*Service Example Description:* In this example, ATM provides an integrated transport service, using ATM PVCs, to connect sites from three geographically-dispersed locations. By supporting Token Ring and Ethernet LAN protocols, as well as legacy network connectivity, *e.spire* ATM provides the quality of service necessary for voice and video conferencing (delay-sensitive applications) as well as PC-to-PC and PC-to-remote server information transfer (less delay-sensitive).

**Highlights**

*Network Access:*  
DS3 Port Access; access speeds from 2Mbps to 45Mbps.

*Protocol Transparency:*  
Support for multiple technologies (TDM, Frame Relay, IP, Ethernet, Token ring, JPEG, MPEG-2) and applications.

*Service Options:*  
Variable Bit Rate (VBR) and Constant Bit Rate (CBR) quality of service options.

*Network Monitoring:*  
24 by 7 monitoring to the service demarcation point.

**Benefits**

Incrementally scalable high-speed transport for media-rich, data intensive, or delay-sensitive applications.

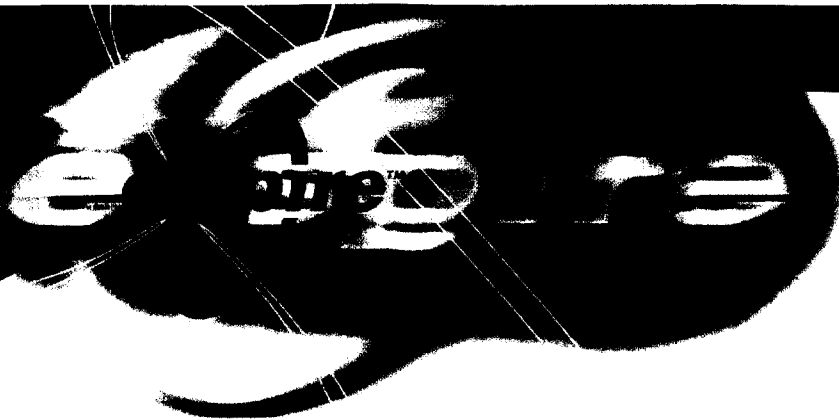
LAN interconnectivity and integration with legacy networks.

Delivers appropriate quality-of-service for delay sensitive applications, such as real-time video conferencing, and data sensitive applications, such as file transfers.

Ensures continual service integrity.

For more information on *e.spire* ATM, or any of our other voice, data or Internet services, contact *e.spire* at 1-888-6espire.





## data — frame relay



**e.spire Frame Relay** is ideal for "burstable" applications, with bandwidth needs that vary, and for interconnecting geographically dispersed networks and equipment. Businesses of any size can take advantage of **e.spire Frame Relay** for internetworking, application sharing, e-mail, file transfer, PC-to-PC and PC-to-Server communications, imaging, and multimedia data transmission.

Our internetworking strategy connects **e.spire Frame Relay** to frame relay networks of other key providers via NNIs (Network-to-Network Interfaces). Therefore, **e.spire Frame Relay** offers comprehensive solutions to transparently interconnect your local, regional, and national sites regardless of their location. Our support of multi-protocol encapsulation makes it easier to integrate new and legacy systems.

And since **e.spire Frame Relay** scales to a variety of port connections and Committed Information Rate (CIR), you have the flexibility to implement point-to-point, star, or fully meshed networks with potentially significant savings over private leased-line networks.

### **Service Levels**

Our service is engineered for high-speed data transmission across **e.spire's** fully redundant ATM network, which is monitored 24 hours a day, 7 days a week, to the point of service demarcation. You benefit from continual service delivery because, in the event of network failure, we automatically reroute traffic.

With **e.spire Frame Relay**, you connect with the speed and service level that is right for your business, and right for your budget. When you subscribe to the level of service you need to meet normal and peak traffic loads, **e.spire** guarantees bandwidth availability and sustained throughput levels at the Committed Information Rate (CIR). And, when additional network capacity is available, your traffic "bursts" above the CIR, up to the maximum port speed, for even better performance.

### **Connectivity Options**

With our service, you need only one physical connection per site. This connection, or local loop, connects your customer premise equipment (CPE) such as a router, CSU/DSU, or FRAD, to the **e.spire Frame Relay** node. We establish multiple Permanent Virtual Circuits (PVCs) to provide additional logical connections between ports.



## frame relay



The physical connection, or local loop, connects customer premise equipment (CPE) and the **e.spire** Frame Relay node. Physical connection speeds are:

56/64 kbps  
1.54 Mbps

The port connection represents the maximum port speed on the **e.spire** Frame Relay switch. Port speeds are available at:

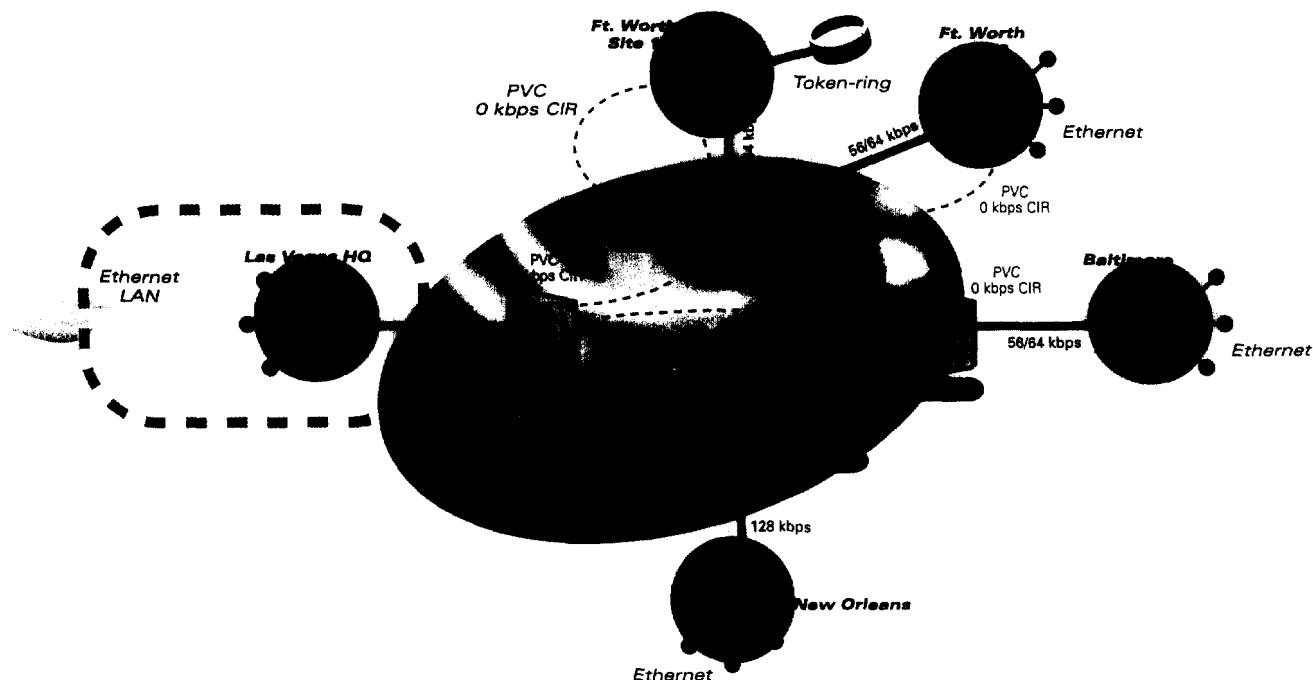
56/64 kbps	384 kbps	1024 kbps
128 kbps	512 kbps	1.54 Mbps
256 kbps	768 kbps	

The CIR is the guaranteed transmission capacity. Committed Information Rate (CIR) increments include:

0 kbps	128 kbps	512 kbps
32 kbps	256 kbps	768 kbps
56/64 kbps	384 kbps	1024 kbps

This diagram depicts a five-site frame relay network. The headquarters site, in Las Vegas, connects to the **e.spire** Frame Relay service at 1.54 Mbps. It is connected to New Orleans, Ft. Worth Site 1, and Baltimore via Permanent Virtual Circuits (PVCs). While the two Fort Worth sites must communicate with one another, only Fort Worth Site 1 needs to communicate with headquarters. Legacy Ethernet and Token Ring LANs are connected to headquarters utilizing existing customer premise equipment (CPE).

For more information on **e.spire** Frame Relay, or any of our other voice, data or Internet services, contact **e.spire** at 1-888-6espire.



## **data — internet access**



**e.spire Internet Access** services are designed exclusively to address network-based communications needs of business customers by providing a reliable means of executing Internet and Intranet strategies.

By taking advantage of our **e.spire Internet Access** services, you benefit from the speed and reach of the **e.spire** network, the unparalleled expertise of our network engineers, and reliable and economical connectivity to the global Internet. Once connected, you're online with Internet technologies such as email, web access, and file transfer, and you're inline with improving your business processes and efficiencies.

### **Network**

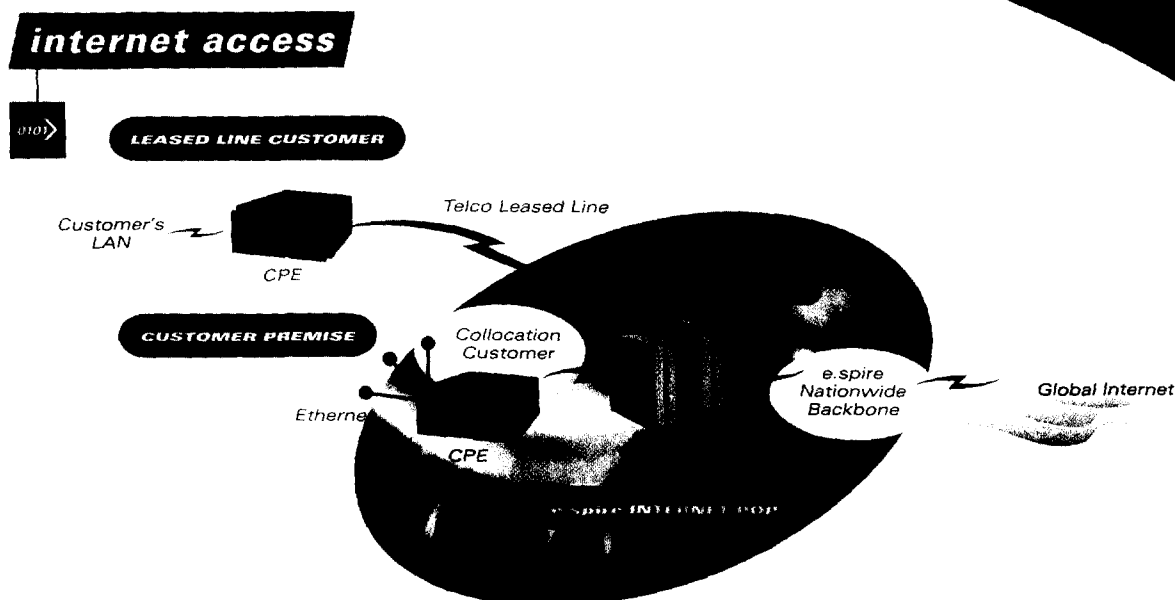
At **e.spire**, we've engineered one of the industry's most extensive high-speed Internets, with a T3 backbone reaching over 40 POPs, nationwide. Designed for maximum throughput, availability and reliability, it is a fully-redundant, meshed T3 network. Diversely routed backbone T3s are interconnected at the physical layer via sophisticated switching technology. The underlying transport medium is ATM, allowing for flexibility in both proactive capacity management, and dynamic re-routing in the event of a failure.

As a Tier 1 Internet Provider, we know that interconnections to the global Internet are an essential aspect of the engineering of our network. As such, we have established several public and private peering relationships to ensure robust connectivity to all Internet destinations. We currently exchange traffic with major Internet service providers at MAE-East, MAE-West, Chicago NAP and Sprint NAP.

### **Access Services**

**e.spire** offers access to the Internet through frame relay, dedicated lines or ATM, so you can take advantage of connectivity at the speed and price that's right for you. Access to the Internet is made available through both leased-line and collocation services.

Speed	Network Access
64kbps	Frame Relay
128kbps	Frame Relay
256kbps	Frame Relay
384kbps	Frame Relay
512kbps	Frame Relay
1.5Mbps (T1)	Frame Relay
1.5Mbps (T1)	Dedicated
4Mbps	ATM
6Mbps	ATM
10Mbps	ATM
15Mbps	ATM
45Mbps	ATM



### Leased Line Service

Leased-line service is designed for customers requiring Internet access to be extended to their location. You may opt for this service in order to provide Internet connectivity for your corporate network, or to provide access from the Internet to web or public servers which reside on your network.

### Collocation Services

Collocation services are for customers requiring the collocation of CPE in an **e.spire** POP facility. You may choose to collocate your web or enterprise servers, access-nodes (dial up Internet Access), or other specialized equipment. With this service, you benefit from your own dedicated equipment, while taking advantage of the redundancy, security, and power backups engineered into our fault-tolerant telco facilities. Collocation also provides an opportunity to avoid costly telco leased-line charges.

### Service Components

The following components are included with both leased-line and collocation service:

**Installation Support** — We will provide initial installation support to ensure the smooth implementation of your service. From ordering the telco circuit, to staging and deploying your CPE, and finally the turn up of your service, you'll have the support and expertise of **e.spire's** trained professionals.

**Secondary Domain Name Service** — Domain Name Servers are necessary to advertise your domain to the global Internet. A secondary DNS server acts as a backup to the primary DNS server the records are stored on. As part of your standard service, **e.spire** provides secondary DNS support.

**IP Addresses** — An IP address identifies a machine on the Internet. **e.spire** provides you with sufficient non-portable IP address space for the numbering of your network.

**On-going Management** — **e.spire** will provide 24 x 7 network management of your connection to the service demarcation point.

### Service Options

**Primary Domain Name Service** includes the administration and hosting of your domain's host records. Customers may choose to provide this service on their own, or outsource it to **e.spire**.

**News** is a means by which Internet users around the world can read and post comments on over 20,000 different topics.

**e.spire** Internet Access customers can choose to receive a full Usenet newfeed to a server on their site.

**Customer Premise Equipment (CPE)** is the equipment necessary to terminate a dedicated Internet Access connection. For the convenience of our customers, **e.spire** offers both rental and purchase options for CPE.

For more information on **e.spire** Internet Access, or any of our other voice, data or Internet services, contact **e.spire** at 1-888-6espire.





## data — managed frame relay

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### **"Interconnect" Without The Hassles**

**e.spire** Managed Frame Relay services make it easy for small to mid-sized businesses to interconnect central and remote facilities, locally, regionally or nationally. These services include network design, provisioning, maintenance and on-going support, so customers can easily share applications, exchange information, transfer files and integrate new and legacy systems.

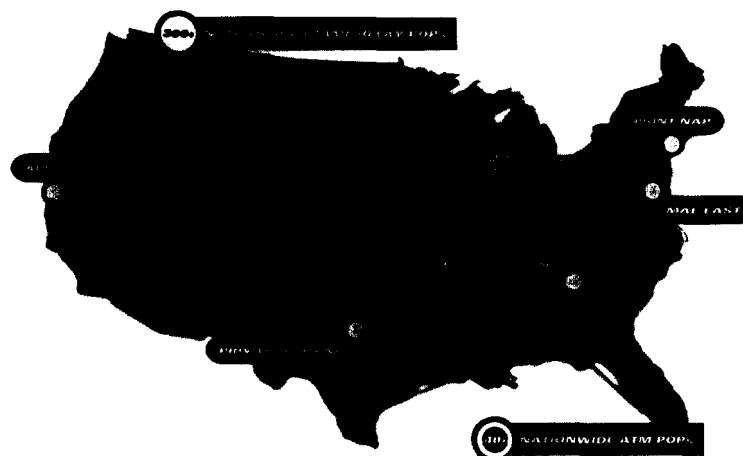
**e.spire** offers two levels of Managed Frame Relay services. **e.spire** Frame Relay Select offers a rich set of services for managing multi-site networks. **e.spire** Frame Relay Premier delivers a complete turnkey solution which includes fully maintained **e.spire**-supplied CPE. With either approach, customers benefit from the same high-performance networks, service level guarantees, and 24 by 7 proactive monitoring and support. Services may include:

- Initial network design and consultation
- Complete implementation of telco circuits
- Customer Premise Equipment (CPE) and Frame Relay connectivity
- On-going maintenance and configuration management of CPE
- Management of problem escalation and resolution procedures
- On-line access to web-based reports
- Periodic network performance and capacity planning reviews



**e.spire**

## managed frame relay



At **e.spire**, we've engineered an extensive coast-to-coast Frame Relay network, interconnecting over 300 points of presence. The backbone is a fully-redundant, meshed T3 network, designed for maximum throughput, availability and reliability. This allows for flexibility in both proactive capacity management and dynamic rerouting in the event of a failure.

With **e.spire** Managed Frame Relay, bandwidth availability and sustained throughput are guaranteed. Since the services offer a variety of port speeds with multiple connections to sites within your network, they deliver the flexibility businesses need to implement or integrate point-to-point, star, or fully meshed networks.

Customize **e.spire** service with Frame Relay Select or take advantage of Frame Relay Premier for a complete "internetworking" solution. Features below highlight offerings for both levels of service.

Service Features	Service Levels	
	Select	Premier
Speeds ranging from 56Kbps to 1.5Mbps	e*	e*
Committed Information Rates (CIR) ranging from 0Kbps to 1.024Mbps	e*	e*
ACSI provided Customer Premise Equipment (CPE)	optional	e*
Engineer-guided CPE Tele-Installation assistance	e*	e*
On-going configuration management of CPE	e*	e*
In-band and out-of-band CPE monitoring	e*	e*
Implementation and testing of telco circuits, frame relay ports and virtual circuits	e*	e*
24 x 7 proactive service monitoring, including CPE	e*	e*
Periodic network performance and capacity planning reviews	e*	e*
Trouble ticket and fault isolation procedures initiated and managed to resolution	e*	e*
On-line, web-based reports including implementation status, network availability, network utilization and trouble ticket summaries	e*	e*
CPE maintenance	n/a	e*
On-site CPE installation	optional	optional

The **e.spire** team is firmly committed to supporting our customers' "internetworking" needs as their environments evolve. Additional comprehensive managed services are available for establishing and maintaining global Internet access and secure Internet/Intranet connectivity. **e.spire** leverages communications technologies and services so customers can focus on their core business competencies.

For more information on **e.spire** Managed Frame Relay, or any of our other voice, data or Internet services, contact **e.spire** at 1-888-6espire.



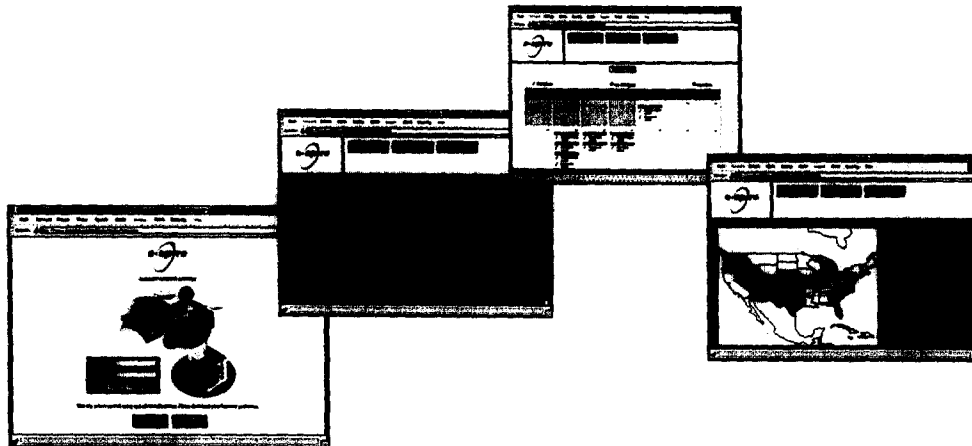
## data — managed internet access

### "Internetwork" Without The Work

**e.spire** Managed Internet Access services make it easy for small to mid-sized businesses to be "internet enabled". By taking advantage of our network design expertise, 24 by 7 network management and proactive monitoring, you are ensured maximum service reliability, availability and performance.

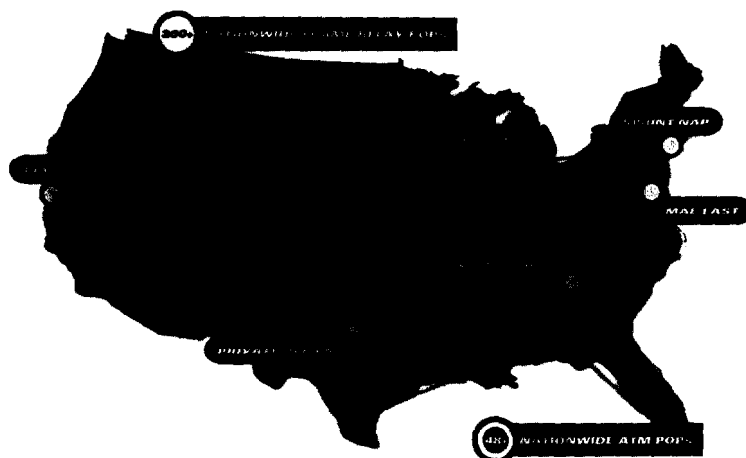
**e.spire** offers two levels of Managed Internet Access services to meet varying business needs. They can be optimally configured to complement in-house expertise. With **e.spire** Internet Access Select, the core services can be customized with optional features. **e.spire** Internet Access Premier delivers a complete single-point-of-contact turnkey solution. With either approach, customers benefit from the same high-performance networks, service level guarantees, and 24 by 7 proactive monitoring and support. Services also include:

- Initial network design and consultation
- Complete implementation of telco circuits, Customer Premise Equipment (CPE) and Internet connectivity
- On-going maintenance and configuration management of CPE
- Management of problem escalation and resolution procedures
- On-line access to web-based reports
- Value-added Internet services
- Periodic network performance and capacity planning reviews





## managed internet access



At **e.spire**, we've engineered one of the industry's most extensive high-speed Internet networks over a coast-to-coast ATM backbone. It is a fully-redundant, meshed T3 network, designed for maximum throughput, availability and reliability. This allows for flexibility in both proactive capacity management and dynamic re-routing in the event of a failure.

To ensure connectivity to the global Internet, we have established several public and private peering relationships. We currently exchange traffic with major Internet Service Providers at MAE-East, MAE-West, the Chicago NAP and the Sprint NAP.

Customize **e.spire** service with Internet Access Select or take advantage of Internet Access Premier for a complete "internetworking" solution. Features below highlight offerings for both levels of service.

Service Features		Service Levels	
		Select	Premier
Speeds ranging from 56Kbps to 45Mbps		e*	e*
ACSI-provided Customer Premise Equipment (CPE)		optional	e*
Engineer-guided CPE Tele-Installation assistance		e*	e*
On-going configuration management of CPE		e*	e*
In-band and out-of-band CPE monitoring		e*	e*
Implementation and testing of telco circuits		e*	e*
24 x 7 proactive service monitoring, including CPE		e*	e*
Periodic capacity planning		e*	e*
Trouble ticket and fault isolation procedures initiated and managed to resolution		e*	e*
On-line, web-based reports including implementation status, network availability, network utilization and trouble ticket summaries		e*	e*
CPE maintenance		n/a	e*
Domain name registration and server support		optional	e*
Usenet newsgroup		optional	e*
Packet filtering		optional	e*
On-site CPE installation		optional	optional

The **e.spire** team is firmly committed to supporting our customers' "internetworking" needs as their environments evolve. Additional comprehensive managed services are available for establishing and maintaining global Internet access and secure Internet/Intranet connectivity. **e.spire** leverages communications technologies and services so customers can focus on their core business competencies.

For more information on **e.spire** Managed Internet Access, or any of our other voice, data or Internet services, contact **e.spire** at 1-888-6espire.

